

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Business & Technology Applications Specialist Competencies

Description of Work: This is specialized work in creating, implementing and maintaining technical solutions to develop and monitor applications development or in applying appropriate technology to projects of a broad organizational scope (department-wide). Employees research technological changes to determine the impact and integration with existing standards and architecture of applications. Typically, employees are specialists in a software, tool or standard and provide consultation and assistance to other applications development professionals in the organization.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision. Plans and organizes the day-to-day work of others.	Independently manages project timelines, resources, staff and leads implementation efforts. Develops and leads the work unit.
<i>Project Management</i>	Leads projects of medium complexity. Develops project plan, manages milestones and drives project forward. Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Leads complex projects involving multiple staff across specialty areas.	Manages complex projects that have high impact. Projects often involve significant changes to infrastructure or involve the implementation of emerging technology.
<i>Technical Knowledge</i>	Exhibits advanced knowledge of specialty area demonstrated by an understanding of and applies the relevant principles and terminology.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the relevant principles, theories and practices.	Exhibits expert knowledge of the work specialty demonstrated by an in-depth understanding and use of advanced principles, theories and practices.
<i>Technical Solution Development</i>	Works with own specialty with ability to integrate and coordinate elements within that specialty. Applies standard and nonstandard technology and explores and adapts changing technologies. Independently applies judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of high complexity. Investigates, researches and implements new technologies in specialty or related area.	Demonstrates substantial knowledge of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Develops highly complex information technology systems. Recommends information technology solutions of a complex nature. Leads technical and complex assignments.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Business & Technology Applications Specialist Competencies

Functional Competencies	Contributing	Journey	Advanced
<i>Technical Support</i>	Serves as a technical expert. Uses detailed understanding of technical issues and theories to provide direction for technical staff.	Frequently works at high technical level. Uses detailed understanding of technical issues to design architecture for stable technologies.	Makes decisions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Provides consultation on issues and requests from customers that require complex and/or custom solutions. Consults with senior level decision makers to discuss alternative technical solutions.	Consultants with senior level decision makers, on an on-going basis to develop long range strategy.	Regularly provides expertise and consulting.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university with nine semester hours in programming and three years of experience in business application consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Degrees must be received from appropriately accredited institutions.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.